## 3. Customer Feedback

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Question | Respondent 1 | Respondent 2 | Respondent 3 | Respondent 4 | Respondent 5 | Respondent 6 | Respondent 7 | Respondent 8 | Respondent 9 | Respondent 10 |
| Overall how satisfied are you with the handling of your complaint? | Very Dissatisfied | Very Satisfied | Very Dissatisfied | Very Dissatisfied | Very Dissatisfied | Very Satisfied | Fairly Satisfied | Very Satisfied | Very Dissatisfied | Very Dissatisfied |
| How satisfied are you that the staff who dealt with your complaint were helpful and polite? | Neither Satisfied or dissatisfied | Very Satisfied | Very Dissatisfied | Very Dissatisfied | Neither Satisfied or dissatisfied | Very Satisfied | Very Satisfied | Very Satisfied | Very Dissatisfied | Very Satisfied |
| How satisfied are you that the complaints process is easy to access and understand? | Very Dissatisfied | Neither Satisfied or dissatisfied | Neither Satisfied or dissatisfied | Very Dissatisfied | Fairly Satisfied | Very Satisfied | Neither Satisfied or dissatisfied | Very Satisfied | Fairly Dissatisfied | Neither Satisfied or dissatisfied |
| Overall how satisfied with the outcome of your complaint? | Very Dissatisfied | Very Satisfied | Very Dissatisfied | Very Dissatisfied | Very Dissatisfied | Very Satisfied | Very Satisfied | Very Dissatisfied | Very Dissatisfied | Very Dissatisfied |
| How Satisfied are you that all areas of your complaint were addressed? | Very Dissatisfied | Neither Satisfied or dissatisfied | Very Dissatisfied | Very Dissatisfied | Very Dissatisfied | Very Satisfied | Fairly Satisfied | Very Satisfied | Very Dissatisfied | Very Dissatisfied |
| How satisfied are you that the reasons for the outcome of your complaint were fully explained? | Very Dissatisfied | Fairly Satisfied | Very Dissatisfied | Very Dissatisfied | Very Dissatisfied | Very Satisfied | Very Satisfied | Very Dissatisfied | Very Dissatisfied | Very Dissatisfied |
| If you are not fully satisfied with the outcome of your complaint, do you accept that explanation that has been offered? | No | Yes | No | No | No | Yes | Yes | Yes | No | No |
| If you are not satisfied with the outcome of your complaint, will you be taking it to the next stage? | No | No | Yes | Yes | Yes | No | No | No | Yes | Yes |